

WHAT IS CLAIMED IS:

1. A monitoring and recording system, said system comprising:

5 a speech analyzer, said speech analyzer monitoring a conversation between a first caller and a second caller;

a recording device, said recording device recording said conversation;

a controller, said controller determining whether a parameter of said conversation exceeds a threshold; and

10 a storage device, said storage device storing said conversation during said conversation and retaining said stored conversation after termination of said conversation if said parameter of said conversation exceeds said threshold.

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2. The system of Claim 1, wherein said speech analyzer analyzes variations in at least one frequency of said conversation.

20 3. The system of Claim 1, wherein said speech analyzer analyzes variations and amplitude of said conversation.

25 4. The system of Claim 1, wherein said recording device comprises one of a hard drive, a tape recorder, random access memory, dynamic random access memory, flash memory, and a magnetic-optical drive.

5. The system of Claim 1, wherein said storage device comprises one of a hard drive, a tape recorder, random access memory, dynamic random access memory, flash memory, and a magnetic-optical drive.

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6. The system of Claim 1 further comprising a telephone switch, said telephone switch routing said conversation to said second caller.

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7. The system of Claim 1 further comprising a network hub, said network hub routing said conversation to said second caller.

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8. A monitoring and recording system for recording and selectively storing speech signals, said system comprising:

5 a speech analyzer, said speech analyzer monitoring at least one signal between a first caller and a second caller; and

10 a recording and storage device, said recording and storage device recording and selectively storing said at least one signal in response to said monitoring of said speech analyzer.

15 9. The system of Claim 8 wherein said speech analyzer analyzes variations in at least one frequency of said at least one signal.

10. The system of Claim 8 wherein said speech analyzer analyzes variations an amplitude of said at least one signal.

20 11. The system of Claim 8 wherein said recording and storage device comprises one of a hard drive, a tape recorder, random access memory, dynamic random access memory, flash memory, and a magnetic-optical drive.

25 12. The system of Claim 8 further comprising a controller, said controller triggering said recording and storage device to store said at least one signal in response to said monitoring of said speech analyzer.

13. The system of Claim 8 further comprising a telephone switch, said telephone switch routing said at least one signal to said second caller.

5 14. The system of Claim 8 further comprising a network hub, said network hub routing said at least one signal to said second caller.

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15. A monitoring and recording system for selectively notifying, said system comprising:

a speech analyzer, said speech analyzer monitoring at least one signal between a first caller and a second
5 caller; and

a notification device, said notification device selectively sending a notification in response to said monitoring of said speech analyzer.

10 16. The system of Claim 15, wherein said speech analyzer analyzes variations in at least one frequency of said at least one signal.

15 17. The system of Claim 15, wherein said speech analyzer analyzes variations an amplitude of said at least one signal.

20 18. The system of Claim 15 further comprising a supervisor station, said supervisor station receiving said notification sent by said notification device.

25 19. The system of Claim 18, wherein said supervisor station comprises one of a general purpose computer and telephone.

20. The system of Claim 15, wherein said notification device comprises at least one of a transmitter, general purpose computer, an IP device, and an alarm.

21. A monitoring and recording system for recording and selectively storing speech signals, said system comprising:

means for monitoring and analyzing at least one
5 signal between a first caller and a second caller; and

means for recording and selectively storing said at least one signal in response to said monitoring of said means for monitoring and analyzing.

22. A method for monitoring and selectively recording a conversation, said method comprising:

receiving a conversation from a first caller;

monitoring said conversation between a first caller

5 and a second caller;

recording said conversation;

determining whether a parameter of said conversation exceeds a threshold; and

10 storing said conversation during said conversation and retaining said stored conversation after termination of said conversation if said parameter of said conversation exceeds said threshold.

23. The method of Claim 22, wherein said
15 determining whether a parameter of said conversation exceeds a threshold comprises analyzing variations in at least one frequency of said conversation.

24. The method of Claim 22, wherein said
20 determining whether a parameter of said conversation exceeds a threshold comprises analyzing variations an amplitude of said conversation.

25. A method for monitoring and recording speech signals and selectively storing and notifying in response to said monitoring, said method comprising:

receiving at least one signal;

5 monitoring said at least one signal based upon changes in at least one of frequency and amplitude of said at least one signal; and

selectively sending a trigger in response to said monitoring.

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26. The method in Claim 25 further comprising selectively storing said recording of said at least one signal in response to said trigger.

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27. The method in Claim 25 further comprising sending a notification in response to said trigger.

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28. The method of Claim 25 further comprising receiving said at least one signal for said monitoring routed through a switch.

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29. The method of Claim 25 further comprising receiving said at least one signal for said monitoring routed through a network hub.

30. The method of Claim 25 wherein said monitoring comprises analyzing variations in at least one frequency of said at least one signal.

receive at least one signal;
monitor said at least one signal based upon changes in at least one of frequency and amplitude of said at least one signal; and
selectively send a trigger in response to said monitoring.